

Medicare Advantage Provider Newsletter



Q4 2024 Provider Newsletter

Aspirus Health Plan Medicare Advantage Provider Manual Updated

Aspirus Health Plan has updated the following chapters of the [Medicare Advantage Provider Manual](#): Working With Delegated Business Services, Member Enrollment and Eligibility, Provider Credentialing, Electronic Data Interchange, Authorization & Notification Standards, Medical Necessity Criteria for Services Requiring Authorization and Mental Health and Substance Use Disorder Services. Specific updates are called out in the Q4 Appendix.

2025 Authorization and Notification Grids Now Available

Aspirus Health Plan's 2025 authorization and notification requirements are now available on our website at <https://medicare.aspirushealthplan.com/providers/authorizations>

2025 Pharmacy Benefit and Formulary Change Information

The 2025 Aspirus Health Plan formulary and other related documents are now available at <https://medicare.aspirushealthplan.com/formulary>.

In mid-October, Aspirus Health Plan began sending postcards to Medicare members impacted by changes to the 2025 formulary. The postcards list the drug impacted, the type of change, as well as any formulary alternative(s). Letters were also sent to the member's provider with the same information. The goal of the 2025 changes is to enhance the safe use of medications and offer the most clinically and cost-effective therapy for members.

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Aspirus Health Plan's Provider Website

<https://medicare.aspirushealthplan.com/providers>

Aspirus Health Plan's Provider Assistance Center

715.631.7412 or 855.931.4851 toll-free

Contact Provider News

providernewsMA@aspirushealthplan.com

Aspirus Health Plan has partnered with UCare, based out of Minnesota, as the administrator for our Medicare Advantage Plan.



Additional pharmacy information for providers, including Medical Injectable Drug Prior Authorization Resources, can be found on the [Pharmacy webpage](#).

Drug Authorization Requests

- 2025 formulary exception, prior authorization and tier exception requests should not be submitted prior to Jan. 1, 2025.
- Prior authorizations that have an expiration date past Dec. 31, 2024, will continue to be valid into 2025 if the member stays in a plan with the same formulary, except for Humira. Current PAs for Humira will be termed and will transfer to Hadlima and Simlandi.
- Care Continuum will continue to be Aspirus Health Plan's medical drug delegate for in-network medical drug authorization requests.
- Medical drug authorization requests for out-of-network providers are reviewed by the Aspirus Health Plan Pharmacy team.

In 2025, the Medicare Prescription Payment Plan will be available for members. Visit medicare.aspirushealthplan.com/rx-paymentplan for more information.

Providers Asked to Verify That They are Using Correct Payer ID for Medicare Advantage Claims

The Aspirus Health Plan Medicare Advantage Payer ID is 36483 for claims submissions. Providers are responsible for confirming with their clearinghouse that the correct Payer ID is being used to submit Medicare Advantage claims to Aspirus Health Plan. If you have questions about Electronic Data Interchange (EDI) transactions, please email EDIsupportMA@aspirushealthplan.com.

Aspirus Health Plan Health Coaching Programs

Diabetes and Heart Failure Health Coaching

Aspirus Health Plan members can receive support with chronic condition management through our health coaching program. The goal of our health coaching programs is to promote healthy living for members living with diabetes or heart failure.

What is health coaching:

Health Coaching is a partnership with a trained or certified health coach who offers support, guidance and encouragement in helping our members make changes in their health and lives. The coach meets the member where they are at in their health journey to address what they want to change by looking at their needs, values, barriers, strengths, gaps in care and goals to help bring about their personal best. The health coach collaborates with the member to explore barriers to making changes and empower them in taking small and manageable steps to improve their self-management. Each program offers guidance, resources, education and personalized, one-on-one telephonic support.

Benefits of health coaching:

- An effective way to create sustainable and lasting change.
- Creates health improvement for members.
- Helps members gain clarity on the journey they want to take by developing specific visions for change and appropriate goals based on readiness to change.

- Identifies and breaks down barriers and patterns of behavior that prevent change.
- Helps member focus on the present rather than the past. Moves them forward and holds them accountable to their specified goals.

Contact Us

If you have a member that could benefit from this program, or have further questions, please reach out to our Disease Management team. You can also find more information on the [Aspirus Health Plan website](#) under Disease Management.

- Disease Management Email - DiseaseManagementMA@AspirusHealthPlan.com
- Disease Management Referral Form - [Aspirus Health Plan Disease Management](#)
- Disease Management Fax - 715.787.7320
- Disease Management Voicemail - 715.631.7443
 - Press option #3 and again press option #3 to access the Disease Management Voicemail

Preventing Falls for Aspirus Health Plan Members

Falls are the leading cause of fatal and nonfatal injuries for older adults. Each year, one in three adults 65 or older experience falls. Since falls are all too common among older adults, many people develop a fear of falling. This fear may cause them to limit their activities and lead to reduced mobility, social isolation, loss of physical fitness and an increased risk of falling.

Strong & Stable Kit

Aspirus Health Plan created the Strong & Stable Kit to help members stay strong and prevent falls. This kit includes:

- A resistance band strength kit
- Tip sheets with helpful fall prevention advice
- Tub grips to make a bathtub or shower safer
- Nightlight to keep a bathroom or another area of the home well-lit at night
- Medication box to help take medications

Mom's Meals


Aspirus Health Plan members with a Chronic Heart Failure diagnosis may be eligible to get up to 28 meals after a hospital stay to help with recovery. Members looking for additional information can call Aspirus Health Plan directly at 715.787.7393 or email qualityoutreachMA@aspirushealthplan.com.


Rewards and Incentives

Aspirus Health Plan offers member incentives for a variety of preventive health services. Members should log in to or create an online member account at <https://medicare.aspirushealthplan.com/member-login> or call Customer Service at the number on the back of their member ID card to see if they are eligible. Additional information about services and vouchers are available on Aspirus Health Plan's [Rewards and Incentives page](#).

Ensuring Accurate Member ID Information

Accurate member information is key to smoother claim submissions. Providers should ask for a current member insurance card each time a member presents for services. This lets you update information in your electronic records system, which can reduce rejected claim submissions or delayed claims processing. The Aspirus Health Plan member ID number should be submitted on the claim exactly as provided. No digits should be added or excluded.

	aspirushealthplan.com/medicare
Issuer: 80840	MedicareRx Prescription Drug Coverage X
Name: JOHN Q DOE	
ID: 123456789	
RxBIN: 123456 RxPCN: ABCDEF RxGrp: GHIJKL	
Svc Type: MEDICAL/DENTAL	
Group Number: UXXXXX_XXX	
Care Type: XXXXXXXX	
12345 123	
Medicare Limiting Charges Apply	
OV \$XX / SP \$XX / UC \$XX / ER \$XX	Issued: MM/DD/YYYY

FOR MEMBER USE - For emergency care go to the nearest hospital or call 911.	
Customer Service, including 24/7 nurse line: 715.631.7411 or 1.855.931.4850, TTY 1.855.931.4852	
Appeals and Grievances: 715.631.7440 or 1.855.931.4858, TTY 1.855.931.4852	
DentaQuest Customer Service: 833.479.0200	
Mental Health and Substance Use Services: 715.631.7442 or 1.855.931.5264	
TruHearing: 1.844.782.6486 / 711	
FOR PROVIDER USE - Notify Aspirus within 24 hours of admission:	
FAX: 715.787.7316	
Provider submit claims to:	
Electronically: using Payer ID 36483	
Claim submission by mail: Aspirus Health Plan, P.O. Box 22 Mpls, MN 55440-9975	
Prescription drug claims must be submitted electronically to Navitus.	
Navitus Pharmacy Help Desk: 1.833.837.4300	
Provider Assistance Center: 715.631.7412 or 1.855.931.4851	
Chiropractic: Fulcrum Health, Inc., P.O. Box 981808, El Paso, TX 79998-1808	
Dental: DentaQuest, P.O. Box 2906, Milwaukee, WI 53201-2906	

Please note that all Aspirus Health Plan Medicare Advantage members have their own unique member ID numbers (9-digit number beginning with a 4). Maintaining current insurance information for members is imperative to successful and timely claims processing. Wrong member information can cause suspected fraudulent claims investigations and HIPAA violations, so please remember to verify that the information on the claim submission matches the information of the member receiving the service (name, member ID#, birth date, address, etc.).

Aspirus Health Plan Medicare Advantage Provider Assistance Center Holiday Hours

The Provider Assistance Center (PAC) is open Monday through Friday, 8 am-5 pm and can be reached at: 715.631.7412 (local), or 855.931.4851 toll-free.

The Provider Assistance Center is **closed** for the following holidays:

- Thanksgiving (observed) - Thursday, Nov. 28 and Friday, Nov. 29
- Christmas Eve and Day (observed) – Tuesday, Dec. 24 and Wednesday, Dec. 25
- New Year’s Day (observed) – Wednesday, Jan. 1